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**KAJIAN TENTANG FAKTOR-FAKTOR YANG  
MEMPENGARUHI TINGKAH LAKU SELAMAT DALAM  
KALANGAN PEKERJA DI SEKTOR PEMBUATAN**

**ERMIE BINTI ABDULL HAMID**



**IJAZAH SARJANA SAINS  
(PENGURUSAN KESELAMATAN DAN KESIHATAN PEKERJAAN)**

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KALANGAN PEKERJA DI SEKTOR PEMBUATAN**



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sebagai memenuhi syarat keperluan Ijazah Sarjana Sains (Pengurusan  
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## Abstract

This study is to determine the influence of the five facets of Work Safety Scale (WSS) on compliance with safety behaviour among the employees in one of the manufacturing industries in Malaysia. A total of 130 questionnaires had been distributed to the sample chosen on the study which measures the workers' perceptions on job safety, co-worker safety, supervisor safety, management safety, and satisfaction with safety program towards compliance with safety behaviour. All the results of measurement were then analyzed statistically with descriptive analysis of respondents' background, reliability tests on variables' internal consistencies, correlation, and regression analysis. This study revealed that supervisor safety is positively and significantly related to compliance with safety behaviour. Meanwhile, job safety, co-worker safety, management safety and satisfaction with safety program are not significantly related to compliance with safety behaviour. Therefore, it is hoped that the findings would be able to help researchers in their future research

**Keywords:** *Work Safety Scales (WSS), Job safety, Coworker safety, Supervisor safety, Management safety, Satisfaction with safety behaviour and Compliance with safety behaviour*



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## Abstrak

Kajian ini dijalankan bertujuan untuk melihat pengaruh lima elemen Skala Keselamatan Kerja (WSS) terhadap kepatuhan tingkah laku selamat di kalangan pekerja di salah sebuah kilang pembuatan di Malaysia. Kajian ini melibatkan 130 orang responden dengan menggunakan borang soal selidik yang telah dibangunkan oleh Hayes *et al.* (1998 ) bagi mengukur persepsi pekerja terhadap keselamatan pekerjaan, keselamatan rakan sekerja, penyeliaan keselamatan, pengurusan keselamatan dan kepuasan terhadap program keselamatan terhadap kepatuhan kepada tingkah laku selamat. Keputusan kajian yang diperolehi akan dianalisis menggunakan analisa statistik seperti analisis diskriptif terhadap latar belakang responden, ujian reliabiliti bagi mendapatkan nilai konsistensi dalaman, analisis korelasi, dan analisis regresi. Penemuan kajian telah menunjukkan bahawa elemen WSS yang paling signifikan yang menyumbang kepada kepatuhan terhadap tingkah laku selamat adalah penyeliaan keselamatan manakala empat lagi elemen WSS iaitu keselamatan pekerjaan, keselamatan rakan sekerja, pengurusan keselamatan dan kepuasan terhadap program keselamatan tidak menunjukkan perhubungan yang signifikan. Justeru itu, diharapkan penemuan kajian ini akan dapat membantu para penyelidik bagi kajian di masa akan datang

**Kata kunci:** *Work Safety Scales (WSS), keselamatan pekerjaan, keselamatan rakan sekerja, penyeliaan keselamatan, pengurusan keselamatan, kepuasan terhadap program keselamatan dan kepatuhan terhadap tingkah laku selamat.*



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## SENARAI SINGKATAN

### Singkatan

DOSH	Department of Occupational Safety and Health
DV	Dependent Variable
IV	Independent Variable
KDNK	Keluaran Dalam Negeri Kasar
NTPM	Nibong Tebal Paper Mills Sdn. Bhd.
OSHMS	Occupational Safety and Health Management System
PERKES O	Pertubuhan Keselamatan Sosial
SPSS	Statistical Package for the Social Sciences
WSS	Work Safety Scales



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# **BAB 1**

## **PENGENALAN**

### **1.0 Pengenalan**

Satu kajian telah dijalankan bagi melihat pengaruh persepsi keselamatan terhadap kepatuhan kepada tingkah laku selamat di kalangan pekerja sebuah kilang sektor pembuatan. Kajian ini menggunakan Model 50-item *Work Safety Scale (WSS)* yang diperkenalkan oleh Hayes *et al.* (1998) yang mengetengahkan lima item pengukuran iaitu: Keselamatan Pekerjaan, Keselamatan Rakan Sekerja, Penyeliaan Keselamatan, Pengurusan Keselamatan dan Kepuasan Terhadap Program Keselamatan. Kajian ini bertujuan bagi memastikan majikan dan pekerja dapat bekerja dalam keadaan dan persekitaran yang selamat, sihat, kondusif dan produktif sekaligus membenamkan isu keselamatan pekerjaan yang tidak boleh dipandang remeh, terutamanya pengujudan risiko-risiko baru hasil daripada perkembangan teknologi masa kini.

Menurut laporan oleh Pertubuhan Keselamatan Sosial (PERKESO, 2008), dari tahun 2004 sehingga 2008, terdapat penurunan jumlah kemalangan iaitu dari 77742 hingga 59095, akan tetapi jumlah kemalangan maut telah meningkat dari 1291 hingga 1301. Sebanyak RM1187.12 juta juga telah dibayar akibat kemalangan industri pada tahun 2008 yang dilaporkan oleh Pertubuhan Keselamatan Sosial (PERKESO) Malaysia berbanding RM812.43 pada tahun 2004. Terkini, statistik Pertubuhan Keselamatan Sosial (PERKESO, 2015); daripada 2010 hingga 2014 telah menunjukkan bilangan purata kemalangan yang berkaitan dengan industri di Malaysia adalah 35,436 kes



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**Work Safety Scale (WSS)**  
**(Kajiselidik Skala Keselamatan Kerja)**

**SECTION I: ABOUT YOURSELF**

Job Title (*Jawatan*) : \_\_\_\_\_

Department (*Jabatan*) : \_\_\_\_\_

Gender (*Jantina*) : Male (*Lelaki*) ☐  
Female (*Perempuan*) ☐

Race (*Bangsa*) : Malay (*Melayu*) ☐  
Chinese (*Cina*) ☐  
Indian (*India*) ☐  
Bangladeshi (*Bangladesh*) ☐  
Vietnamese (*Vietnam*) ☐



Others (*Lain-lain*) \_\_\_\_\_  
(Please specify/ *Sila nyatakan*)

Education Level ( <i>Taraf Pendidikan</i> )	: SPM	<input type="checkbox"/>	STPM	<input type="checkbox"/>
	Competent Cert	<input type="checkbox"/>	Diploma	<input type="checkbox"/>
	Degree	<input type="checkbox"/>	Masters	<input type="checkbox"/>
	PhD	<input type="checkbox"/>	Others	<input type="checkbox"/>

Age ( <i>Umur</i> )	20 – 29 years	<input type="checkbox"/>	30 – 39 years	<input type="checkbox"/>
	40 – 49 years	<input type="checkbox"/>	Above 50 years	<input type="checkbox"/>

Working Experience ( <i>Pengalaman Kerja</i> )	1 – 5 years	<input type="checkbox"/>	6 – 10 years	<input type="checkbox"/>
	11 – 15 years	<input type="checkbox"/>	16 – 20 years	<input type="checkbox"/>
	Above 21 years	<input type="checkbox"/>		

## SECTION II: WORKPLACE SAFETY SCALE

Think about your current job. Using the scale below, please answer the following questions. **(Fikirkan tentang pekerjaan semasa anda. Dengan menggunakan skala di bawah, sila jawab soalan-soalan berikut).**

Strongly Disagree/ <b>Sangat Tidak Setuju</b>	Disagree/ <b>Tidak Setuju</b>	Neither Agree Nor Disagree/ <b>Berkecuali</b>	Agree/ <b>Setuju</b>	Strongly Agree/ <b>Sangat Setuju</b>
1	2	3	4	5

### 1. Job Safety / Keselamatan Pekerja

Think about your job. Do you agree or disagree that each of the following words or phrases describes your job? Circle one answer for each statement using the scale at the top of the page. **( Fiki tentang pekerjaan anda. Adakah anda bersetuju atau tidak bersetuju terhadap kenyataan-kenyataan berikut berkenaan dengan kerja anda? Bulatkan setiap jawapan berpandukan skala yang dinyatakan di atas).**

1	Dangerous <b>(Bahaya)</b>	1 2 3 4 5	6	Could Get Hurt Easily <b>(Senang mendapat kecederaan)</b>	1 2 3 4 5
2	Safe <b>(Selamat)</b>	1 2 3 4 5	7	Unsafe <b>(Tidak selamat)</b>	1 2 3 4 5
3	Hazardous <b>(Berhazad)</b>	1 2 3 4 5	8	Fear for Health <b>(Memudaratkan kesihatan)</b>	1 2 3 4 5
4	Risky <b>(Berisiko)</b>	1 2 3 4 5	9	Chance of Death <b>(Berpeluang menyebabkan kematian)</b>	1 2 3 4 5
5	Unhealthy <b>(Tidak Sihat)</b>	1 2 3 4 5	10	Scary <b>(Menakutkan)</b>	1 2 3 4 5

### 2. Coworker Safety/ Keselamatan Rakan Sekerja

Think about the people you work with. Do you agree or disagree that each of the following words or phrases describes these people? Circle one answer for each statement using the scale at the top of the page. **(Fikirkan tentang orang yang bekerja dengan anda. Adakah anda bersetuju atau tidak bersetuju terhadap kenyataan-kenyataan berikut berkenaan dengan sikap mereka? Bulatkan setiap jawapan berpandukan skala yang dinyatakan di atas).**

1	Ignore safety rules <b>(Mengabaikan peraturan-peraturan keselamatan)</b>	1 2 3 4 5	6	Encourage others to be safe <b>(Menggalakkan orang lain bekerja dengan selamat)</b>	1 2 3 4 5
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2	Don't care about others safety ( <b><i>Tidak pedulikan keselamatan orang lain</i></b> )	1 2 3 4 5	7	Take chances with safety ( <b><i>Menggadaikan keselamatan sendiri</i></b> )	1 2 3 4 5
3	Pay attention to safety rules ( <b><i>Memberi perhatian terhadap peraturan keselamatan</i></b> )	1 2 3 4 5	8	Keep work area clean ( <b><i>Memastikan tempat kerja bersih</i></b> )	1 2 3 4 5
4	Follow safety rules ( <b><i>Mematuhi peraturan-peraturan keselamatan</i></b> )	1 2 3 4 5	9	Safety-oriented ( <b><i>Berorientasikan keselamatan</i></b> )	1 2 3 4 5
5	Look out for others' safety ( <b><i>Mengambil berat terhadap keselamatan orang lain</i></b> )	1 2 3 4 5	10	Don't pay attention ( <b><i>Tidak menumpukan perhatian</i></b> )	1 2 3 4 5

### 3. Supervisor Safety/ Keselamatan Penyelia

Think about the people you work with. Do you agree or disagree that each of the following words or phrases describes these people? Circle one answer for each statement using the scale at the top of the page. (***Fikirkan tentang orang yang bekerja dengan anda. Adakah anda bersetuju atau tidak bersetuju terhadap kenyataan-kenyataan berikut berkenaan dengan sikap mereka? Bulatkan setiap jawapan berpandukan skala yang dinyatakan di atas.***)

1	Praises safe work behaviours ( <b><i>Menghargai perilaku selamat</i></b> )	1 2 3 4 5	6	Discusses safety issues with others ( <b><i>Membincangkan isu-isu keselamatan dengan rakan sekerja yang lain</i></b> )	1 2 3 4 5
2	Encourages safe behaviours ( <b><i>Menggalakkan perilaku selamat</i></b> )	1 2 3 4 5	7	Updates safety rules ( <b><i>Mengemaskini keselamatan</i></b> )	1 2 3 4 5
3	Keep workers inform of safety rules ( <b><i>Sentiasa memaklumkan peraturan keselamatan kepada pekerja</i></b> )	1 2 3 4 5	8	Trains workers to be safe ( <b><i>Melatih pekerja supaya bekerja dengan selamat</i></b> )	1 2 3 4 5

4	Rewards safe behaviours ( <b>Memberi ganjaran terhadap perilaku selamat</b> )	1 2 3 4 5	9	Enforces safety rules ( <b>Menguatkuasakan peraturan keselamatan</b> )	1 2 3 4 5
5	Involves workers in setting safety goals ( <b>Melibatkan pekerja dalam menetapkan matlamat keselamatan</b> )	1 2 3 4 5	10	Acts on safety suggestions ( <b>Bertindak t'hadap cadangan keselamatan</b> )	1 2 3 4 5

#### 4. Management Safety/ Keselamatan oleh Pengurusan

Think about your management. Do you agree or disagree that each of the following words or phrases describes your management? Circle one answer for each statement using the scale at the top of the page. (**Fikirkan tentang pihak pengurusan anda. Adakah anda bersetuju atau tidak bersetuju terhadap kenyataan-kenyataan berikut berkenaan dengan mereka? Bulatkan setiap jawapan berpandukan skala yang dinyatakan di atas**).

1	Provide enough safety programs ( <b>Menyediakan program keselamatan yang mencukupi</b> )	1 2 3 4 5	6	Provide safe working conditions ( <b>Menyediakan tempat kerja yang selamat</b> )	1 2 3 4 5
2	Conduct frequent safety inspection ( <b>Menjalankan pemeriksaan keselamatan secara kerap</b> )	1 2 3 4 5	7	Response quickly to safety concerns ( <b>Bertindak segera terhadap isu-isu keselamatan</b> )	1 2 3 4 5
3	Investigates safety problems quickly ( <b>Menyiasat masalah keselamatan dengan segera</b> )	1 2 3 4 5	8	Helps maintain clean work area ( <b>Membantu mengekalkan tempat kerja yang bersih</b> )	1 2 3 4 5
4	Rewards safe workers ( <b>Memberi ganjaran terhadap pekerja-pekerja yang bekerja dengan selamat</b> )	1 2 3 4 5	9	Provides safety information ( <b>Menyediakan maklumat-maklumat keselamatan</b> )	1 2 3 4 5

5	Provides safe equipment ( <i>Menyediakan peralatan-peralatan kerja yang selamat</i> )	1 2 3 4 5	10	Keeps workers informed of hazards ( <i>Sentiasa memaklumkan kepada pekerja berkenaan berkenaan keadaan-keadaan yang merbahaya</i> )	1 2 3 4 5
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### 5. Safety Programme (Policies)/ Program dan Polisi Keselamatan

Think about your safety programs at work. Do you agree or disagree that each of the following words or phrases describes this safety program? Circle one answer for each statement using the scale at the top of the page. (*Fikirkan tentang pelaksanaan program keselamatan di tempat kerja anda. Adakah anda bersetuju atau tidak samada setiap ungkapan di bawah adalah pernyataan berkaitan dengan program tersebut? Bulatkan setiap jawapan berpandukan skala yang dinyatakan di atas*).

1	Worthwhile ( <i>Bermanfaat</i> )	1 2 3 4 5	6	Unclear ( <i>Tidak jelas</i> )	1 2 3 4 5
2	Helps prevent accident ( <i>Membantu mencegah kemalangan</i> )	1 2 3 4 5	7	Important ( <i>Penting</i> )	1 2 3 4 5
3	Useful ( <i>Berfaedah</i> )	1 2 3 4 5	8	Effective in reducing injuries ( <i>Efektif mengurangkan kecederaan</i> )	1 2 3 4 5
4	Good ( <i>Bagus</i> )	1 2 3 4 5	9	Doesn't apply to my workplace ( <i>Tidak sesuai diaplikasikan di tempat kerja saya</i> )	1 2 3 4 5
5	First-rate ( <i>Sangat bernilai</i> )	1 2 3 4 5	10	The safety program/ policy is not effective ( <i>Program/ polisi keselamatan tidak berkesan</i> )	1 2 3 4 5

## 6. Compliance with Safety Behaviours/*Kepatuhan terhadap Perilaku Kerja Selamat*

Think about your current job. Using the scale below, please answer the following questions on the following pages. *(Fikirkan tentang pekerjaan terkini anda. Dengan berpanduan skala di bawah, sila jawab soalan-soalan yang telah disenaraikan).*

Never/ <i>Tidak Pernah</i>	Seldom/ <i>Jarang</i>	Sometimes/ <i>Kadangkala</i>	Often/ <i>Kerap kali</i>	Always/ <i>Selalu</i>
1	2	3	4	5

1	Overlook safety procedures in order to get my job done more quickly <i>(Mengabaikan prosedur keselamatan semata-mata ingin memastikan kerja dapat disiapkan dengan segera)</i>	1	2	3	4	5
2	Follow all safety procedures regardless of the situation I am in <i>(Mematuhi segala prosedur keselamatan tanpa mengambil kira situasi saya bekerja)</i>	1	2	3	4	5
3	Handle all situations as if there is a possibility of having an accident <i>(Mengendalikan semua situasi dengan beranggapan terdapat kebarangkalian kemalangan boleh berlaku)</i>	1	2	3	4	5
4	Wear safety equipment required by practice <i>(Menggunakan peralatan-peralatan keselamatan yang telah ditetapkan)</i>	1	2	3	4	5
5	Keep my work area clean <i>(Memastikan tempat kerja saya bersih)</i>	1	2	3	4	5
6	Encourage co-workers to be safe <i>(Menggalakkan rakan sekerja untuk bekerja dengan selamat)</i>	1	2	3	4	5
7	Keep my work equipment in safe working condition <i>(Memastikan peralatan-peralatan kerja saya berada dalam keadaan selamat)</i>	1	2	3	4	5
8	Take shortcuts to safe working behaviours in order to get the job done faster <i>(Mengambil jalan pintas terhadap perilaku kerja selamat supaya kerja dapat disiapkan dengan segera)</i>	1	2	3	4	5
9	Do not follow safety rules that I think are unnecessary <i>(Tidak mematuhi peraturan-peraturan keselamatan yang dianggap tidak penting)</i>	1	2	3	4	5
10	Report safety problems to my supervisor when I see safety problems <i>(Melapor kepada penyelia apabila mengenalpasti/mendapati terdapat masalah-masalah keselamatan)</i>	1	2	3	4	5
11	Correct safety problems to ensure accidents will not occur <i>(Memperbetulkan masalah-masalah keselamatan bagi memastikan kemalangan tidak berlaku)</i>	1	2	3	4	5